

Enterprise Incident Report March 2012

As of 4/2/2012

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Human Resource Management	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Capitol Desktop Support	Brian Bintz	9 2	0 0	9 2
		Scott Wunderlich	3 3	0 0	3 3
		Assigned to Individual Total	12 5	0 0	12 5
	Help Desk	Julie VanBeekum	1 1	0 0	1 1
		Vicky Marrelli	8 8	0 0	8 8

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Help Desk	Assigned to Individual Total	9	0	9
			9	0	9
	Metro A Desktop Support	Mike Wilde	1	0	1
			0	0	0
		Nancy Hachmeister	2	0	2
			0	0	0
		Robert Wall	1	0	1
			1	0	1
		Assigned to Individual Total	4	0	4
			1	0	1
	Metro A Help Desk	Cindy Schroeder	1	0	1
			1	0	1
		Liz Evans	3	0	3
			1	0	1
		Assigned to Individual Total	4	0	4
			2	0	2
	Metro B Desktop Support	Anthony Booyse	1	0	1
			0	0	0
		Bill Crowther	1	0	1
			0	0	0
		Cindy Reed	2	0	2
			0	0	0
		Jay Locker	0	1	1
			0	0	0
		Ken Bolkcom	5	0	5
			1	0	1
		Peter Musser	1	0	1
			0	0	0

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	4 1	0 0	4 1
		Assigned to Individual Total	14 2	1 0	15 2
	Metro B Help Desk	Ed Conrad	1 1	0 0	1 1
		Gary Graham	1 1	0 0	1 1
		Gavin Barney	2 2	0 0	2 2
		Janet Hongsyvilay	1 1	0 0	1 1
		Torri Randa	1 1	0 0	1 1
		Val Shepherd	4 3	0 0	4 3
		Assigned to Individual Total	10 9	0 0	10 9
	Metro C Desktop Support	Chad D Fowers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Cliff Jensen	1 1	0 0	1 1
		Reed Stohel	2 1	0 0	2 1
		Ross Owen	1 1	0 0	1 1

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Metro C Help Desk	Torrens Arnold	3	0	3
			3	0	3
		Assigned to Individual Total	7 6	0 0	7 6
	Metro D Desktop Support	Denise Wardle	1	0	1
			0	0	0
		Greg Clawson	1	0	1
			0	0	0
		Michael Schmidt	1	0	1
			0	0	0
		Philip Henderson	3	0	3
			2	0	2
		Rod Tucker	3	0	3
			3	0	3
		Assigned to Individual Total	9 5	0 0	9 5
	Metro D Help Desk	Jed Patrick	1	0	1
			0	0	0
		John Robinson	1	0	1
			1	0	1
		Assigned to Individual Total	2 1	0 0	2 1
	Operations Production Control	Christie Burnham	1	0	1
			1	0	1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	John Donaldson	2	0	2
			2	0	2

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Human Resource Management

			Low	Medium	FCR Total
Human Resource Management	Rural Central Desktop Support	Robert Case	1 0	0 0	1 0
		Assigned to Individual Total	3 2	0 0	3 2
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 2	0 0	2 2
		Assigned to Individual Total	3 2	0 0	3 2
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		87 46	1 0	88 46
Customer Company Total			87 46	1 0	88 46

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Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Human Resource Management	Application Services	Danielle Hood	1	0	1
			1	0	1
		Dustin Crump	2	0	2
			1	0	1
		Martin Gonzalez	1	0	1
			0	0	0
		Paul Lundell	1	0	1
			0	0	0
		Tony Larsen	1	0	1
			1	0	1
		Assigned to Individual Total	6 3	0 0	6 3
	Capitol Desktop Support	Brian Bintz	9	0	9
			0	0	0
		Scott Wunderlich	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Help Desk	Julie VanBeekum	1	0	1
			0	0	0
		Vicky Marrelli	8	0	8
			0	0	0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Help Desk	Assigned to Individual Total	9	0	9
			0	0	0
	Metro A Desktop Support	Mike Wilde	1	0	1
			0	0	0
		Nancy Hachmeister	2	0	2
			0	0	0
		Robert Wall	1	0	1
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
	Metro A Help Desk	Cindy Schroeder	1	0	1
			0	0	0
		Liz Evans	3	0	3
			0	0	0
		Assigned to Individual Total	4	0	4
			0	0	0
	Metro B Desktop Support	Anthony Booyse	1	0	1
			0	0	0
		Bill Crowther	1	0	1
			0	0	0
		Cindy Reed	2	0	2
			0	0	0
		Jay Locker	0	1	1
			0	0	0
		Ken Bolkcom	5	0	5
			0	0	0
		Peter Musser	1	0	1
			0	0	0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	4 0	0 0	4 0
		Assigned to Individual Total	14 0	1 0	15 0
	Metro B Help Desk	Ed Conrad	1 0	0 0	1 0
		Gary Graham	1 0	0 0	1 0
		Gavin Barney	2 0	0 0	2 0
		Janet Hongsyvilay	1 0	0 0	1 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	4 0	0 0	4 0
		Assigned to Individual Total	10 0	0 0	10 0
	Metro C Desktop Support	Chad D Fowers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Cliff Jensen	1 0	0 0	1 0
		Reed Stohel	2 1	0 0	2 1
		Ross Owen	1 0	0 0	1 0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Metro C Help Desk	Torrens Arnold	3 0	0 0	3 0
		Assigned to Individual Total	7 1	0 0	7 1
	Metro D Desktop Support	Denise Wardle	1 0	0 0	1 0
		Greg Clawson	1 0	0 0	1 0
		Michael Schmidt	1 0	0 0	1 0
		Philip Henderson	3 0	0 0	3 0
		Rod Tucker	3 0	0 0	3 0
		Assigned to Individual Total	9 0	0 0	9 0
	Metro D Help Desk	Jed Patrick	1 0	0 0	1 0
		John Robinson	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Operations Production Control	Christie Burnham	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	John Donaldson	2 0	0 0	2 0

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Human Resource Management

			Low	Medium	MIR Total
Human Resource Management	Rural Central Desktop Support	Robert Case	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Strategic Communications	Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		87 4	1 0	88 4
Customer Company Total			87 4	1 0	88 4

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Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Human Resource Management	Application Services	Danielle Hood	1 1.15	0 0.00	1 1.15
		Dustin Crump	2 2.95	0 0.00	2 2.95
		Martin Gonzalez	1 0.42	0 0.00	1 0.42
		Paul Lundell	1 0.08	0 0.00	1 0.08
		Tony Larsen	1 2.55	0 0.00	1 2.55
		Assigned to Individual Total	6 1.68	0 0.00	6 1.68
	Capitol Desktop Support	Brian Bintz	9 0.18	0 0.00	9 0.18
		Scott Wunderlich	3 0.16	0 0.00	3 0.16
		Assigned to Individual Total	12 0.18	0 0.00	12 0.18
	Help Desk	Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	8 0.00	0 0.00	8 0.00

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Help Desk	Assigned to Individual Total	9 0.00	0 0.00	9 0.00
	Metro A Desktop Support	Mike Wilde	1 0.06	0 0.00	1 0.06
		Nancy Hachmeister	2 0.21	0 0.00	2 0.21
		Robert Wall	1 0.07	0 0.00	1 0.07
		Assigned to Individual Total	4 0.14	0 0.00	4 0.14
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		Liz Evans	3 0.03	0 0.00	3 0.03
		Assigned to Individual Total	4 0.03	0 0.00	4 0.03
	Metro B Desktop Support	Anthony Booyse	1 0.30	0 0.00	1 0.30
		Bill Crowther	1 0.43	0 0.00	1 0.43
		Cindy Reed	2 0.14	0 0.00	2 0.14
		Jay Locker	0 0.00	1 0.08	1 0.08
		Ken Bolkcom	5 0.01	0 0.00	5 0.01
		Peter Musser	1 0.57	0 0.00	1 0.57

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			Low	Medium	ATTIR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	4 0.14	0 0.00	4 0.14
		Assigned to Individual Total	14 0.16	1 0.08	15 0.15
	Metro B Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Gary Graham	1 0.00	0 0.00	1 0.00
		Gavin Barney	2 0.00	0 0.00	2 0.00
		Janet Hongsyvilay	1 0.00	0 0.00	1 0.00
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	10 0.00	0 0.00	10 0.00
	Metro C Desktop Support	Chad D Fowers	1 0.53	0 0.00	1 0.53
		Assigned to Individual Total	1 0.53	0 0.00	1 0.53
	Metro C Help Desk	Cliff Jensen	1 0.00	0 0.00	1 0.00
		Reed Stohel	2 0.57	0 0.00	2 0.57
		Ross Owen	1 0.00	0 0.00	1 0.00

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Metro C Help Desk	Torrens Arnold	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	7 0.16	0 0.00	7 0.16
	Metro D Desktop Support	Denise Wardle	1 0.30	0 0.00	1 0.30
		Greg Clawson	1 0.08	0 0.00	1 0.08
		Michael Schmidt	1 0.48	0 0.00	1 0.48
		Philip Henderson	3 0.24	0 0.00	3 0.24
		Rod Tucker	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	9 0.18	0 0.00	9 0.18
	Metro D Help Desk	Jed Patrick	1 0.33	0 0.00	1 0.33
		John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17
	Operations Production Control	Christie Burnham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	2 0.00	0 0.00	2 0.00

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Human Resource Management

			Low	Medium	ATTIR Total
Human Resource Management	Rural Central Desktop Support	Robert Case	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	3 0.32	0 0.00	3 0.32
	Strategic Communications	Luis Larios	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	1 0.40	0 0.00	1 0.40
	Voice Operations	Britany Egan	1 0.11	0 0.00	1 0.11
		Romanza Hamblin Sorensen	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	3 0.30	0 0.00	3 0.30
	Voice/Data/WAN Services	Mike Johnson	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	1 0.17	0 0.00	1 0.17
	Assigned Group Total		87 0.24	1 0.08	88 0.24
Customer Company Total			87 0.24	1 0.08	88 0.24

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Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Human Resource Management	Application Services	Danielle Hood	1 0	0 0	1 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Capitol Desktop Support	Brian Bintz	9 0	0 0	9 0
		Scott Wunderlich	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Help Desk	Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	8 0	0 0	8 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Help Desk	Assigned to Individual Total	9 0	0 0	9 0
	Metro A Desktop Support	Mike Wilde	1 0	0 0	1 0
		Nancy Hachmeister	2 0	0 0	2 0
		Robert Wall	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Help Desk	Cindy Schroeder	1 0	0 0	1 0
		Liz Evans	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Desktop Support	Anthony Booyse	1 0	0 0	1 0
		Bill Crowther	1 0	0 0	1 0
		Cindy Reed	2 0	0 0	2 0
		Jay Locker	0 0	1 0	1 0
		Ken Bolkcom	5 0	0 0	5 0
		Peter Musser	1 0	0 0	1 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	4 0	0 0	4 0
		Assigned to Individual Total	14 0	1 0	15 0
	Metro B Help Desk	Ed Conrad	1 0	0 0	1 0
		Gary Graham	1 0	0 0	1 0
		Gavin Barney	2 0	0 0	2 0
		Janet Hongsyvilay	1 0	0 0	1 0
		Torri Randa	1 0	0 0	1 0
		Val Shepherd	4 0	0 0	4 0
		Assigned to Individual Total	10 0	0 0	10 0
	Metro C Desktop Support	Chad D Fowers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Cliff Jensen	1 0	0 0	1 0
		Reed Stohel	2 0	0 0	2 0
		Ross Owen	1 0	0 0	1 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Metro C Help Desk	Torrens Arnold	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro D Desktop Support	Denise Wardle	1 0	0 0	1 0
		Greg Clawson	1 0	0 0	1 0
		Michael Schmidt	1 0	0 0	1 0
		Philip Henderson	3 1	0 0	3 1
		Rod Tucker	3 0	0 0	3 0
		Assigned to Individual Total	9 1	0 0	9 1
	Metro D Help Desk	Jed Patrick	1 0	0 0	1 0
		John Robinson	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Operations Production Control	Christie Burnham	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	John Donaldson	2 0	0 0	2 0

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Human Resource Management

			Low	Medium	MR Total
Human Resource Management	Rural Central Desktop Support	Robert Case	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Strategic Communications	Luis Larios	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Britany Egan	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		87 3	1 0	88 3
Customer Company Total			87 3	1 0	88 3

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Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Human Resource Management	Application Services	Danielle Hood	1 3.89	0 0.00	1 3.89
		Dustin Crump	2 3.01	0 0.00	2 3.01
		Martin Gonzalez	1 8.46	0 0.00	1 8.46
		Paul Lundell	1 0.13	0 0.00	1 0.13
		Tony Larsen	1 3.40	0 0.00	1 3.40
		Assigned to Individual Total	6 3.65	0 0.00	6 3.65
	Capitol Desktop Support	Brian Bintz	9 0.84	0 0.00	9 0.84
		Scott Wunderlich	3 1.21	0 0.00	3 1.21
		Assigned to Individual Total	12 0.93	0 0.00	12 0.93
	Help Desk	Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	8 0.00	0 0.00	8 0.00

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			Low	Medium	ATTR Total
Human Resource Management	Help Desk	Assigned to Individual Total	9 0.00	0 0.00	9 0.00
	Metro A Desktop Support	Mike Wilde	1 0.54	0 0.00	1 0.54
		Nancy Hachmeister	2 0.42	0 0.00	2 0.42
		Robert Wall	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	4 0.37	0 0.00	4 0.37
	Metro A Help Desk	Cindy Schroeder	1 0.00	0 0.00	1 0.00
		Liz Evans	3 0.12	0 0.00	3 0.12
		Assigned to Individual Total	4 0.09	0 0.00	4 0.09
	Metro B Desktop Support	Anthony Booyse	1 0.47	0 0.00	1 0.47
		Bill Crowther	1 1.55	0 0.00	1 1.55
		Cindy Reed	2 0.97	0 0.00	2 0.97
		Jay Locker	0 0.00	1 0.56	1 0.56
		Ken Bolkcom	5 1.71	0 0.00	5 1.71
		Peter Musser	1 0.59	0 0.00	1 0.59

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			Low	Medium	ATTR Total
Human Resource Management	Metro B Desktop Support	Tyler Pearce	4 0.36	0 0.00	4 0.36
		Assigned to Individual Total	14 1.04	1 0.56	15 1.01
	Metro B Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Gary Graham	1 0.00	0 0.00	1 0.00
		Gavin Barney	2 0.00	0 0.00	2 0.00
		Janet Hongsyvilay	1 0.04	0 0.00	1 0.04
		Torri Randa	1 0.00	0 0.00	1 0.00
		Val Shepherd	4 0.33	0 0.00	4 0.33
		Assigned to Individual Total	10 0.14	0 0.00	10 0.14
	Metro C Desktop Support	Chad D Fowers	1 4.95	0 0.00	1 4.95
		Assigned to Individual Total	1 4.95	0 0.00	1 4.95
	Metro C Help Desk	Cliff Jensen	1 0.00	0 0.00	1 0.00
		Reed Stohel	2 0.63	0 0.00	2 0.63
		Ross Owen	1 0.00	0 0.00	1 0.00

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Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Metro C Help Desk	Torrens Arnold	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	7 0.18	0 0.00	7 0.18
	Metro D Desktop Support	Denise Wardle	1 2.86	0 0.00	1 2.86
		Greg Clawson	1 0.24	0 0.00	1 0.24
		Michael Schmidt	1 1.03	0 0.00	1 1.03
		Philip Henderson	3 5.61	0 0.00	3 5.61
		Rod Tucker	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	9 2.33	0 0.00	9 2.33
	Metro D Help Desk	Jed Patrick	1 0.33	0 0.00	1 0.33
		John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.17	0 0.00	2 0.17
	Operations Production Control	Christie Burnham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	John Donaldson	2 0.00	0 0.00	2 0.00

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Human Resource Management

			Low	Medium	ATTR Total
Human Resource Management	Rural Central Desktop Support	Robert Case	1 0.95	0 0.00	1 0.95
		Assigned to Individual Total	3 0.32	0 0.00	3 0.32
	Strategic Communications	Luis Larios	1 6.16	0 0.00	1 6.16
		Assigned to Individual Total	1 6.16	0 0.00	1 6.16
	Voice Operations	Britany Egan	1 0.93	0 0.00	1 0.93
		Romanza Hamblin Sorensen	2 2.35	0 0.00	2 2.35
		Assigned to Individual Total	3 1.88	0 0.00	3 1.88
	Voice/Data/WAN Services	Mike Johnson	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	1 0.17	0 0.00	1 0.17
	Assigned Group Total		87 1.05	1 0.56	88 1.04
Customer Company Total			87 1.05	1 0.56	88 1.04

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Detail

INC000000468613	Jennifer Wakefield	Application	Error	None		TIR Missed: No	0.28
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.29
INC000000470134	Aubrey Garduno	PC/Laptop	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Nancy Hachmeister	Human Resource Management	Low	Closed	TTR Missed: No	0.55
INC000000470688	Peggy Romney	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000471259	Jeff Herring	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.05
INC000000471389	Patricia M Kingsbury	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Application Services	Paul Lundell	Human Resource Management	Low	Closed	TTR Missed: No	0.13
INC000000471441	Jolene Davis	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000471612	Carita Eldredge	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Closed	TTR Missed: No	1.47
INC000000472278	Cleo Bird	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000472628	Cassandra Opheikens	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000472680	Judith Price	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	3.52
INC000000472746	Kathryn Medina	None	None	None		TIR Missed: No	0.43
	Metro B Desktop Support	Bill Crowther	Human Resource Management	Low	Closed	TTR Missed: No	1.55
INC000000472810	Kathryn Medina	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.40
	Strategic Communications	Luis Larios	Human Resource Management	Low	Closed	TTR Missed: Yes	6.16
INC000000473232	Debbie Martinez-Orth	Application	None	Internet Explorer		TIR Missed: No	0.07
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed: No	0.31
INC000000473363	Shannon Casias	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000473370	Carrie Stevenson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000475088	Sharon Reynolds	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Closed	TTR Missed: No	0.00

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INC000000475348	Carita Eldredge	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.60
INC000000475772	Sarah W Thomson	Application	Error	None		TIR Missed: No	0.08
	Metro D Desktop Support	Greg Clawson	Human Resource Management	Low	Closed	TTR Missed: No	0.24
INC000000475881	Carrie Frampton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Closed	TTR Missed: No	0.33
INC000000475918	Linda Trujillo	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: Yes	13.21
INC000000475925	Kim Diamond-Smith	None	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Closed	TTR Missed: No	1.63
INC000000476180	Dan Brentel	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000476408	Shannon Casias	PC/Laptop	None	Novell Messenger		TIR Missed: No	0.48
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.49
INC000000476533	Carita Eldredge	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000476683	Kimball Tanner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.62
INC000000477074	David Kitchen	Network	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.46
INC000000477154	Linda Trujillo	Application	Error	Internet Explorer		TIR Missed: No	0.73
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	3.25
INC000000477397	Patricia M Kingsbury	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000477516	Paul Edlefsen	Network	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Closed	TTR Missed: No	0.43
INC000000477700	Mary Ann Morehouse	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	0.03
INC000000477773	Linda Trujillo	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	0.36
INC000000477986	Jay Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000477991	Mary Ann Morehouse	PC/Laptop	Hardware	None		TIR Missed: No	0.55
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	1.31

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INC000000478259	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	0.61
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Closed	TTR Missed: No	2.73
INC000000478463	Jennifer Wakefield	Mobile Devices	None	None		TIR Missed: No	0.28
	Application Services	Dustin Crump	Human Resource Management	Low	Closed	TTR Missed: No	0.28
INC000000478756	Lyndrea Schauer	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000478872	Melissa Little	None	None	None		TIR Missed: No	0.53
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Resolved	TTR Missed: No	4.95
INC000000479352	Larene Wyss	Application	Reporting	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000479384	Paul Edlefsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000479737	Debbie Martinez-Orth	Application	Reporting	Human Resource Enterprise		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Wilde	Human Resource Management	Low	Closed	TTR Missed: No	0.54
INC000000479872	Rosanne Ricks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Closed	TTR Missed: No	2.30
INC000000479923	Ashley Nelsen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Closed	TTR Missed: No	0.00
INC000000479945	Dan Chadwick	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Britany Egan	Human Resource Management	Low	Closed	TTR Missed: No	0.93
INC000000480545	Angela Abbott	PC/Laptop	Error	None		TIR Missed: No	0.05
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	2.66
INC000000480806	Rosanne Ricks	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.30
	Metro B Desktop Support	Anthony Booyse	Human Resource Management	Low	Resolved	TTR Missed: No	0.47
INC000000480810	Carmen Nichol	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000481294	Jennifer Wakefield	Mobile Devices	Error	iPhone		TIR Missed: Yes	1.15
	Application Services	Danielle Hood	Human Resource Management	Low	Resolved	TTR Missed: No	3.89
INC000000481509	Rosanne Ricks	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000481605	Gaye Betts	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000481622	Lowe Rudd	Application	Error	Novell GroupWise		TIR Missed: Yes	2.55
	Application Services	Tony Larsen	Human Resource Management	Low	Resolved	TTR Missed: No	3.40

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INC000000481630	Lowe Rudd	Application	Error	Remedy Service Request Mana	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000481715	Kathy Mares	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000481787	Kathy Mares	Application	None	Microsoft Word	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	1.33
INC000000481839	Marian Capito	PC/Laptop	Hardware	None	TIR Missed: No	0.48
Metro D Desktop Support	Michael Schmidt	Human Resource Management	Low	Resolved	TTR Missed: No	1.03
INC000000482269	Carmen Nichol	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000482320	Rosanne Ricks	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Resolved	TTR Missed: No	1.54
INC000000482325	Rosanne Ricks	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Resolved	TTR Missed: No	1.54
INC000000482327	Gaye Betts	Application	Error	ZENworks for Desktops	TIR Missed: No	0.30
Metro D Desktop Support	Denise Wardle	Human Resource Management	Low	Resolved	TTR Missed: No	2.86
INC000000482328	Rosanne Ricks	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Human Resource Management	Low	Resolved	TTR Missed: No	1.55
INC000000482403	Barbara Smith	Application	None	Novell GroupWise	TIR Missed: No	0.42
Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed: Yes	8.46
INC000000482420	Paul Morley	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000482449	Paul Morley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.14
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed: No	1.27
INC000000482519	Angela Rhodes	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000482549	Pamela Park	Mobile Devices	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.57
Metro B Desktop Support	Peter Musser	Human Resource Management	Low	Resolved	TTR Missed: No	0.59
INC000000482653	Carrie Stevenson	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000482712	Jennifer Krell	Mobile Devices	Error	iPhone	TIR Missed: Yes	5.62
Application Services	Dustin Crump	Human Resource Management	Low	Resolved	TTR Missed: No	5.74
INC000000482757	Melissa Little	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Resource Management	Low	Resolved	TTR Missed: No	0.00

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INC000000483306	Shannon Casias	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.03
INC000000483308	Casey Parry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved	TTR Missed: No	0.03
INC000000485574	Dana Powers	PC/Laptop	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Resolved	TTR Missed: No	0.08
INC000000485591	Natalie Gearheart	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Resolved	TTR Missed: No	0.48
INC000000485642	Nancy Bauman	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	0.04
INC000000485691	Sharon Reynolds	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000485703	Natalie Gearheart	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Human Resource Management	Medium	Resolved	TTR Missed: No	0.56
INC000000485844	Dana Powers	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Human Resource Management	Low	Resolved	TTR Missed: No	1.98
INC000000485903	Rosanne Ricks	PC/Laptop	Error	None		TIR Missed: No	0.28
	Metro B Desktop Support	Tyler Pearce	Human Resource Management	Low	Resolved	TTR Missed: No	0.40
INC000000485973	Patricia M Kingsbury	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	0.33
INC000000486063	Carrie Stevenson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.95
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Resolved	TTR Missed: No	0.95
INC000000486359	Lori Oram	Telecom	Hardware	None		TIR Missed: No	0.17
	Voice/Data/WAN Services	Mike Johnson	Human Resource Management	Low	Resolved	TTR Missed: No	0.17
INC000000486477	Trish Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000486641	Rosanne Ricks	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000486683	Sarah W Thomson	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000487292	Jolene Davis	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000487681	Rebecca Lisor	PC/Laptop	Hardware	None		TIR Missed: No	0.30
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	0.64

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INC000000487737	Rosanne Ricks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000487880	Letty Debenham	Application	Reporting	Action Request System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved	TTR Missed: No	0.00
INC000000488243	Debbie Martinez-Orth	Application	Error	Novell GroupWise		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Resolved	TTR Missed: No	0.06
INC000000488609	Ashley Nelsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed: No	0.00